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**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
May 27, 2004

Ms. Elizabeth A. Rolando  
Chief Clerk  
Illinois Commerce Commission  
527 East Capitol Avenue  
Springfield, Illinois 62701

98-0252/98-0335/00-0764  
*Service Quality Measurement  
Report*

Re: Alternative Regulation Service Quality Measurements

Dear Ms. Rolando:

Illinois Bell Telephone Company ("SBC Illinois" or the "Company"), with this letter, submits service quality measurement results for the month of April, 2004. These results implement the Commission's requirements pursuant to its review of alternative regulation. See Illinois Bell Telephone Company Application for Review of Alternative Regulation Plan, Docket 98-0252/98-0335/00-0764 (consol.), Order, released December 30, 2003 at pages 179-221.

An additional copy of this memorandum is enclosed. Please stamp-file and return to the undersigned.

Sincerely yours,

Rhonda J. Johnson  
Vice President-Regulatory  
555 E. Cook, Flr 1E  
Springfield, IL 62721

RJJ:jga

Enclosure

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